

The Hawaii TRS is financed through an assessment made on each phone bill. The Census Summary File 3 (the detailed one that one in 6 households answered and then the results were expanded to calculate the entire state) shows 460,542 housing units in Hawaii and only 2 percent of those housing units do not have telephones. Therefore, 98% of Hawaii's households (460,542) should be pay into financing the TRS.

On my recent new business phone line I paid 17 cents for on my first monthly bill. Not a big amount and an increase, IF NEEDED, to improve service (with an increase spread over 460,542 housing units) shouldn't be a big deal. Even as it stands right now, if each residential phone paid an average 10 cents a phone number, per month, that would be \$46,054 a month, or \$552,648 per year, plus the additional revenue from all of the businesss phones.

My comments and questions are, "Exactly how much money is being collected and what is being done with all of the money? Why isn't there a public accounting of the revenue and the operations costs? Why doesn't Verizon publish monthly service statistics? Why aren't there regular updates to the TRS directory?"

I use the relay relatively infrequently and my biggest gripe is that when I place a call through the relay service they ask me who I am, but they will put a tty call through to me without asking the party calling me from a tty who they are. Not a REALLY big deal to me, I just think it is funny they ask me but don't ask the tty caller who is calling. I have asked them about it a couple of times and they either give me an answer that doesn't make sense or they have no answer.

I know three deaf friends who prefer to use a fax rather than a tty. Is it because we TRS

users don't have any input or control over how the service operates?

Sincerely,

Cheryl Kaster

Na Lima A Aloha

Honolulu, Hawaii

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Content-Transfer-Encoding: quoted-printable

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